

USAG STUTTGART ID CARD OFFICE

Location

Panzer Kaserne, Building 2915, 1st Floor, Room 128

Hours of Operation

Monday – Friday 0800-1630

Closed on U.S. Federal Holidays

Contact Information

DSN: 431-2333/3806

DSN Fax: 431-2407

From the U.S. DSN 314-431-2333

Commercial: 07031-15-2333

From the U.S. Commercial: 011-49-7031-15-2333

Appointments available

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Our Services

Issue DoD ID Cards to all eligible personnel

DEERS Enrollment and Updates

Geneva Conventions Identity Card

Provide AE Form 600-700A – Army in Europe Privilege and Identification Card to eligible recipients

Suspend an individual's commissary, exchange, or MWR privileges as necessary

Resolve CAC PIN issues

CAC Certification

DD Form 1172 for military

References:

ARMY in EUROPE REGULATION 600-700, 28 MAY 2009, <https://www.arims.army.mil>.

AIR FORCE INSTRUCTION 36-3026_IP, Volume 1;
ARMY REGULATION 600-8-14;
BUPERS INSTRUCTION 1750.10C;
MARINE CORPS ORDER 5512.11D;
COMMANDANT INSTRUCTION M5512.1A; NOAA
CORPS DIRECTIVES, CHAPTER 1, PART 5;
COMMISSIONED CORPS MANUAL 29.2;
INSTRUCTIONS 1 AND 2, 17 JUNE 2009
<http://www.e-publishing.af.mil>.

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Frequently Asked Questions with Answers:

What are my ID Card holder Responsibilities?

Answer:

1. Carry your ID card at all times.
2. Surrender the card when a military or civilian authority requires it for identification, investigation, when in confinement, upon discharge, or card expiration.
3. Notify the ID card issuing activity when there is a change in your status that could change your eligibility to ID card benefits and privileges.

What is the Tri-care phone numbers by region?

Answer:

Europe: 49 6302-677433

West: 1-888-TRIWEST

North: 1-877-TRICARE

South: 1-800-444-5445

East: There is no eastern phone number (Covered within the above regions).

What's a Power of Attorney and where can I get one?

Answer: A legal instrument authorizing someone to act as the grantor's agent. Please bring the original Power of Attorney (POA), and not a copy. If the POA is altered in any way it will be rejected. For additional guidance contact the [Staff Judge Advocate \(SJA\)](#) at DSN 421-4152 or Commercial: 0711-729-4152.

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What documents do I need to get an ID Card?

Answer: Current policy requires two forms of documents; one being a valid state or federal government issued picture ID from Group A and the other from Group A or B.

GROUP A

INS/USCIS

INS Form I-688B
INS Form I-688
INS Form I-688A
INS Form I-151 or I-551

DOD

Military Family Member ID card
Sponsor DOD ID card

OTHER

US Coast Guard, Merchant Mariner card
Photo ID card issued by federal state or local government
US Passport

STATE ISSUED ID

Driver's license

OTHER ISSUED ID

Foreign National ID w/photograph
Foreign Passport

GROUP B

INS/USCIS

INS Form I 179
Employment authorization documents issued by INS
INS Form I-197
INS Form I-327
INS Form I-571
INS Form N 550 or N 570
INS Form I 151 or I 551
INS Form N 560 or N 561

OTHER

US Social Security card
Form FS 545 or DS 1350

STATE ISSUED ID

Voter's registration card
Birth certificate

OTHER ISSUED ID

Daycare or nursery school record
School record or report card
Canadian Driver's license
Native American Tribal document
School ID w/photo

For additional guidance contact call a Military OneSource consultant at 1-800-342-9647. (From outside the U.S. and Canada, call 800-3429-6477 or call collect 484-530-5908.) [Military OneSource for Translation Services.](#)

What do I need for a Common Access Card (CAC)?

Answer: If you are a service member, you will need your old ID card, a driver's license or State ID. Soldiers who's ID card was lost or stolen (Platoon SGT and below) must have a memorandum from their company commander. A government contractor must be verified through the Contractor Verification System (* [CVS](#)) and provide a DD Form 1172-2. Government Service Members, Non-appropriated Fund Employees and Wage Grade Employees will provide a valid License or State ID and a DD Form 1172-2 from their Human Resources Office.

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My Soldier spouse is deployed, how can I replace my ID card. (Lost, Stolen or Expired)

Answer: Two forms of Identification, e.g., Drivers license, passport, expired ID Card.

General Power Of Attorney, Special Power of Attorney that includes DEERS and or ID Cards in the authority given in the Power Of Attorney OR a copy of the Soldier's federal or state mobilization/deployment orders.

My child is not in DEERS how do I enroll him/her?

Answer: It's important for you to apply for your child's social security number as soon as possible through the [Social Security Administration Web-site](#) or by calling 800.772.1213. You must bring the birth certificate or the hospital proof of birth with you. Once you receive your child's social security card, go to your nearest ID Card facility within 90 days from the child's date of birth to update your DEERS information. If you go beyond the 90 days you risk adverse Tricare issues affecting your medical coverage.

Female Soldier Parent:

Answer: You must bring the birth certificate or the hospital proof of birth as well as the social security card.

Male Soldier Parent:

Answer: If you are married to the mother and she is in DEERS, bring the birth certificate or the hospital proof of birth as well as the child's social security card. If you are not married to the mother you must present a court order stating you are the father or an Affidavit of Parentage signed by a judge.

Alternative? Yes, * [DFAS Child Born Out OF Wedlock packet](#). The ID Card Facility does not handle the approval for the packet. DFAS does, if you have any questions regarding the packet please call: 317.510.0490 or Fax: 317.510.1084. You must complete the packet and send it to:

DFAS INDIANAPOLIS CENTER
ATT: DFAS-IN-FJECG
8899 EAST 56TH ST.
INDIANAPOLIS, IN 46249-088517.510.2331

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Military Members Can't Agree Who Will Sponsor the Child.

Answer: No change in sponsorship can occur until there is a court order, which designates the primary member for sponsorship or the two sponsors can agree to change.

Recently married, how do I enroll my spouse?

Answer: You will need two forms of ID, one must be a photo ID, the original marriage certificate for lawful spouse and original social security card.

At what age can my child receive an ID card?

Answer: Age 10. For unique circumstances, e.g., dual military couples or single parent Soldiers contact their local ID Card Facility for additional information.

Tri-care says I am not in DEERS (or some one in the family/entire family). What can I do?

Answer: If you sponsor a authorized dependant please contact the * [nearest ID Card Facility](#) for guidance. This normally means that you need to provide the social security card for the member that's been removed. If Tri-care stated that the entire family is not eligible this means that your DEERS records haven't been updated. For example, an Extension "On Active Duty" or initial activation. Bring a copy of the order placing you on active duty with you.

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I am retired, my ID card says Indefinite why do I need to change it?

Answer: Retired ID cards are not truly indefinite. If your ID card has an actual Polaroid picture in it you need to replace the card. If you have a current ID card that is blue in color and reads on the back lower right hand corner DD Form 2 (RETIRED) it needs to be replaced once you reach the age of 65. You will also need to bring in your Medicare card. Your new ID Card will read indefinite until a new version of the card is made.

I am about to or have recently retired when do I get my retired ID?

Answer: You can get your retiree ID Card when you are within 120 days of retiring (the card will not be active until you retire) or you can wait and get it on or after your effective date of retirement. If your effective date of retirement falls on a holiday or weekend you can get your ID Card on the last business day prior to your effective retirement date.

I am ex-spouses of a military service member; my lawyer says I am entitled to an ID.

Answer: Contact your * [local ID Card Facility](#) to verify eligibility.

At what age does my child stop receiving military benefits, example, ID card?

Answer: Automatically at age 21 unless the child becomes a military member or marries in which either case it would terminate entitlements prior to age 21.

Unmarried children 21 or 22 years of age (have not attained the age of 23) can continue their ID Card benefits. They must be enrolled full-time in an accredited institution of higher learning. Sponsors must bring a letter from the school registrar certifying full-time course of study leading to an Associate's Degree or higher and anticipated graduation date. The sponsor must certify in block 89 on the * [DD Form 1172](#) that he or she is providing over 50 percent of the student's support.

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My child is a student.

Answer: Unmarried children 21 or 22 years age (have not attained the age of 23) can continue their ID card benefits. They must be enrolled full-time in an accredited institution of higher learning. Sponsor must bring a letter from the school registrar certifying full-time course of study leading to an Associate's Degree or higher and anticipated graduation date. The sponsor must certify in block 89 on the * [DD Form 1172](#) that he or she is providing over 50 percent of the student's support.

My child is a student, and it's the summer break. I cannot get the documents needed to continue his/her ID Card benefits, what can I do?

Answer: Sponsor must present a letter from the school registrar certifying full-time enrollment before the break and acceptance or enrollment immediately after the break. Sponsor must certify block 89 on the * [DD Form 1172](#) that he or she is providing over 50 percent of the student's support.

I am a Disabled American Veteran (DAV), am I entitled an ID card? My friend has one.

Answer: Eligible dependents of honorably discharged veterans rated 100% (you can be paid 100% and not be rated 100%) disabled by the DVA due to a service connected injury or disease should present a letter from the DVA indicating eligibility to commissary and exchange. You will need to show your original social security card, DD Form 214 (Copy 4) and a picture ID. For your dependants: Their social security card, marriage certificate, birth certificate and a picture ID.

I have an incapacitated child over the age of 21 what can I do?

Answer: * [Download the Incapacitated Child packet](#). The ID Card Facility does not handle the approval for the packet. DFAS does, if you have any question regarding the packet please call: 317.510.0490 or fax: 317.510.1084. You must complete the packet and send it to:

DFAS INDIANAPOLIS CENTER
ATT: DFAS-IN-FJECG
8899 EAST 56TH ST.
INDIANAPOLIS, IN 46249-0885

Even if the incapacitated child has a permanent condition the packet must be resubmitted every four years.

My Parent and/or Parent-In-Law is my dependent how can I get him/her an ID Card?

Answer: * [Download the Parent Dependency packet](#). The ID Card Facility does not handle the approval for the packet. DFAS does, if you have any question regarding the packet please call: 317.510.0490 or fax: 317.510.1084. You must complete the packet and send it to:

DFAS INDIANAPOLIS CENTER
ATT: DFAS-IN-FJECG
8899 EAST 56TH ST.
INDIANAPOLIS, IN 46249-0885

****Packet must be resubmitted every four years.*

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I have a ward that resides in my home, can he/she receive an ID Card?

Answer: Legal Custody Wards: The following basic eligibility criteria apply:

An unmarried child, including a foster child or a child to whom a managing conservator has been designated, who is placed in legal custody of a military member or former military member as a result of an order of a court of competent jurisdiction in the United States (or a territory or possession of the United States) for at least 12 consecutive months may be eligible for full ID Card benefits and privileges if:

Child is dependent on the member or former member for over one-half of his or her support, and child resides with the member or former member unless separated by the necessity of military service or to receive institutional care as a result of disability or incapacitation, and is not a dependent of a member or former member under any other category.

NOTE: Children born to an unwed dependent daughter of active duty member on a command sponsored tour is entitled to medical care at the local MTF as Secretarial Designees. Refer members to the local Military Treatment Facility (MTF) to apply for Secretarial Designee status.

This designation does not create an entitlement to civilian care at government expense, an ID card, or DEERS enrollment. The designation is by letter and remains in effect as long as the grandchild resides in the home of the active duty sponsor while stationed overseas. Designation expires when the sponsor departs his or her command under Permanent Change of Station (PCS) orders to CONUS or member separates from active duty.

Alternative: * [Download the Ward of Court packet](#). The ID Card Facility does not handle the approval for the packet. DFAS does, if you have any question regarding the packet please call: 317.510.0490 or fax: 317.510.1084. You must complete the packet and send it to:

DFAS INDIANAPOLIS CENTER
ATT: DFAS-IN-FJECG
8899 EAST 56TH ST.
INDIANAPOLIS, IN 46249-0885

I am home bound, how can I get an ID card?

Answer: If you are home bound you can call your nearest ID Card Facility explain your situation and request a mail out. Proof of your Home bound status is required from your doctor. NOTE: All ID card facilities are not authorized to issue ID cards under this situation.

Commissary Privileges for children of former marriages and/or whom do not reside with the sponsor.

Answer: Children residing in the household of a former spouse are not considered to be members of the authorized sponsor's household for commissary privileges. *EXCEPTION:* Children who reside with a former spouse meeting requirements for commissary privileges based on 20 years of marriage during a period the member or retired member performed 20 years of service, or the dependent is entitled to privileges as a result of sponsor abuse per Title 10, U.S.C. 1072(2)(H).

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I'm in the NG/USAR, and about to mobilize, how do I enroll my family in DEERS?

Answer: Bring all original documents, marriage certificate, birth certificates, social security cards, divorce decrees if previously married.

Where do I get my CAC pin reset?

Answer: Consult with your unit S-1 to see if you have the CAC reset machine on-site. If not, bring your CAC card to your * [local ID Card Facility](#) .

I'm in the NG/USAR, and about to demobilize, how do I continue my medical coverage?

Answer: Service members that mobilize for over 90 days are automatic authorize Transitional Assistance 180 (TA-180) for 6 months. ETS and Chapters Soldiers that are held over at the convenience of the government are also authorizing TA for 6 months. The statement must be on the service member's DD 214.

I am divorced, how can I get my ex spouse out of DEERS?

Answer: Bring your final divorce decree to your * [local ID Card Facility](#).

Lost ID Cards:

Answer: ID Cards that are found must be turned into the nearest ID Card Facility or the military police. Upon receipt they are immediately processed for disposition.

All personnel must immediately report the loss or theft of their ID card to the nearest military police station or provost marshal office. The military police will ensure that the ID card is invalidated in the Installation Access Control System (IACS) and will issue a memorandum verifying that an official report of the loss or theft has been made. This memorandum must be given to the ID-card-issuing office before the card may be replaced.

The sponsor must sign the DD Form 1172 (printed at the ID card issuing office) for family members replacing their ID cards. Civil Service personnel must provide a copy of the memorandum to their Human Resources Representative and obtain a new DD Form 1172-2. Both documents must be presented at the ID card issuing office to replace a lost or stolen CAC.

Contractor personnel must provide a copy of the memorandum to their Contracting Officer's Representative (COR). The COR will request a new DD Form 1172-2 from the Department of Defense Contractor Personnel Office (DOCPER). Both documents must be presented at the ID card issuing office to replace a lost or stolen Common Access Card (CAC).

Foreign troops and family member ID Cards:

Answer: You must provide a copy of your invitational travel order or other documents establishing his or her sponsorship or invitation to the NATO position or the United States. If accompanied by family members, you must provide their passport to verify identity. If your tour is extended, you must provide a copy of your extension orders to renew your ID Card.

Note: A certified English translation is required when presenting foreign documents. The Legal Office on Kelley Barracks can assist with translation of certain documents. The local DSN is 421-4152, COMM 0711-729-4152. For additional guidance contact call a Military OneSource consultant at 1-800-342-9647. (From outside the U.S. and Canada, call 800-3429-6477 or call collect 484-530-5908.)* [Military OneSource for Translation Services](#).